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ENVOY 100 FACSIMILE FOR : Dean Vermaire

Sender Envoy 100 ID : RC.KRISCIUNAS

Sender Voice Telephone Number : 613-785-0564

Sender Organization Name : MEDIATEL.PROD.MGMT.

Date & Time Delivered : Nov 5, 1992 15:11 EST

Station Sequence Number : NOV06.0001

EXHIBIT

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B.C. Tel
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Posted: Thu Nov 5, 1992 3:03 PM EST
From: RC.KRISCIUNAS/MEDIATEL.PROD.MGMT.
TO: Dean Vermaire (Fax:9135995588)
Subject: Outstanding Issues

Msg: VNGA-6338-9100

Dean,

As promised here is the items that I found with the kiosk that need attention. Most are not major (simple screen ordering). I will also send you the initial layout of messaging interface screens. These are the ones that I told you about that will be used to provide real time messaging to the user through an interface filter. Also as promised, I will send you a package concerning the production of beer.

OUTSTANDING ISSUES:

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GENERAL ITEMS:

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- the QUIT button is very undecided. Sometimes it returns the user to the Display mode screen (where the Kiosk informative message is in continuous scroll), sometimes it returns to the Main Menu, sometimes to an intermediary screen that asks the user to select between returning to the Main Menu (select other option) or the Display mode screen (print summary and exit). For consistency, can we make the QUIT key immediately terminates all actions (except in some special instances) and return to the Main Menu. If the user then walks away and there is an inactivity for 60 seconds, the Kiosk times out to the display mode screen.
- whenever the system times out, it should always return to the Display mode screen.
- the Kiosk should not produce receipts for activities where no billing occurs. This could be confusing for the customer, wastes paper for us and is time consuming. Only produce a receipt when we actually read a credit card. Where we read a card and no charges are levied (unable to connect, dropped lines, etc.) we should produce a receipt and show that no billing occurred.
- when a billable action is performed and the user selects another billable item, 1 receipt is printed showing only the last transaction. We should always produce a receipt upon completion of a billable transaction.

iNET ACCESS:

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- iNET currently offers access to our primary node. As identified in the functional specifications, the iNET logon procedure should try both nodes before informing the user of an unsuccessful login. The Datapac addresses to try in order are; 87100024, then 41600900.
- in the service registration screen, the user is unable to cursor back to a line once they have hit the (CR). The user should be able to do this. Also, I will develop a procedure and script for the handling of these registration requests. For now, could we create a directory somewhere where these requests can be saved in individual file formats. Possibly in the format of xxxxxxxx.REG, where xx = IN for iNET, EN for Envoy and EF for EFAX, and yyyyyy is the day date, hour and minute. We could then retrieve them nightly or fax

them or whatever ..

- the HELP button is inactive during the service registration process. Is this because we provided none?? It should be active. Also true during the Service Description screen.
- there is no Previous Screen button in the Registration screen.
- the QUIT button on the Service Registration screen takes user to the intermediary quit screen.
- keyboard is still active once final <CR> is entered in the Service Registration screen. It remains active until program exits to Display mode screen. Maybe we should have a SEND button on this screen to send the completed registration form and signal when to deactivate the keyboard.
- the QUIT button is inactive during the dial in process, only becoming active once connection to Datapac is made. Could we keep the button active during the whole process?
- once the user has entered in the ID/password combination, we see the VT-100 screen and the word DIALING in upper left corner. Couldn't we have another screen that comes up after the password has been entered that informs the user that "dialing is in process" in the standard screen format (with an active quit button in the bottom) and only cut over to the VT-100 screen after successful login? Also, another screen for unsuccessful logins that would query the user to try again (if selected would exit to the screen to enter ID) or quit (which would jump to the Main menu).
- during both the ID and password capture screens, the HELP button is inactive and the QUIT button returns to the intermediary screen.
- once user has successfully logged in, the QUIT button or normal logoff advances them to the intermediary quit screen.

ENVOY ACCESS:

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- same comments as iNET ACCESS, except that the Datapac access addresses are, in order of access priority, 39400900, 89400900 and 67100902.

ENHANCED FAX:

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- when user selects the ACCESS button from the Enhanced Fax option screen, the user should immediately advance to the SEND/RECEIVE option screen. Currently selecting the ACCESS button advances the user to a screen where they select between Enhanced Fax and Broadcast Fax; this option should not be here! Selecting ACCESS should automatically advance the user to the E-FAX login screen.
- selecting QUIT from any of the screens in the E-FAX send process advances the user to the intermediary quit screen.
- sometimes a cover page is printed without it being selected. Is it possible that defaults get queued??
- the PREVIOUS SCREEN button is not functional from the More Pages To Be Scanned screen, and the same problem arises when selecting QUIT as in the Send A Fax procedure.

- we do not need the START button on the E-FAX login screen as we advance to the E-FAX control screen before it is required. Also, can we check for a lifted handset. We should hold off on E-Fax Server access until handset is raised.
- on E-FAX control screen, selecting the START button should cutoff the handset. Also, QUIT advances user to intermediary exit screen.
- service registration screen has same problems as per iNET and ENVOY.

SEND A FAX: =====

- user must have to enter in all 10 digits of a phone number, this means the area code must be entered in for local calls. The local area code should be identified in the help information.
- what about the text to fax capability. The user should choose between paper fax and typed fax immediately after credit card acceptance.
- cursor controls (arrows, page up, end) are active during the send a fax procedure and advance the screen by one (seem to act as a carriage return using default selections).
- selecting PREVIOUS SCREEN or QUIT from the credit card capture screen advances the program to the fax number entry screen and bypasses the billing. Not too good!! Credit card capture works great with the cards it's supposed to.
- time out warning screen text (15 seconds to respond) is broken by a horizontal line.
- selecting QUIT in the Add Fax Number/ All Numbers Entered screen brings user to intermediary quit screen.
- selecting QUIT from the Do You Have Any More Pages To Scan screen, calls up a screen that asks the user to SEND or CANCEL, with SEND putting them into E-FAX dialup and CANCEL exiting to Display mode screen. Maybe we should have a screen that asks them to confirm the QUIT selection and if confirmed, exit the process and print a receipt (we still bill them!).

OTHER SERVICES: =====

- should call up the credit card capture screen for billing before dialing into Datapac. Billing is \$0.75/minute with a 3 minute minimum.
- Dataport and Dialup Modem not in service.

SERVICE DESCRIPTIONS: =====

- are there no service descriptions for Send a Fax, Datapac, Dialup Modem, is this because we didn't provide you with any? These descriptions should exist.

